Our Mission

To gentle the journey through serious illness and loss with skill and compassion.
Letter from the Board

Lya M. Karm, M.D., Chairman
Elma M. Levy, Vice Chairman
Diane K. Kuwamura, Esq., Secretary
Michael Zhuang, Treasurer
Paul E. Alpuche, Jr, Esq., Immediate Past Chairman
Rev. James E. Boney
Bradley H. Colton
Delegate Bonnie L. Cullison
Senator Brian J. Feldman
Susan L. Glover
Janet S. Goldman
Suresh K. Gupta, M.D.
Mimi Hassanein
Deborah Parham Hopson, Ph.D.
Cynthia A. Mesmer
Ann Mitchell
Jean Oberstar
Cecilia M. Otero
Cesar E. Palacios
German Paraud
Ronald J. Rubin
Jo Anne Zujewski, M.D.

Over the past 20 years, Montgomery Hospice and the Montgomery County region have benefited tremendously from Ann Mitchell’s passion and dedication. From the opening of Casey House—the only dedicated in-patient hospice in the county—to advocacy work at a regional level, Ann’s visionary leadership has helped promote hospice and increased access to end-of-life care education.

Her fierce dedication, kindness of spirit, and genuine commitment to creating an inclusive and diverse workplace, have provided a steady and guiding force during her tenure as CEO. She is surrounded by a group of strong, driven senior leaders who, like Ann, care deeply about Montgomery Hospice’s mission and abide by its core values of compassion, dignity, dedication and collaboration.

The Board of Directors is pleased to recognize Ann’s outstanding contributions and honor her.

Lya M. Karm, M.D.,
Chairman, Board of Directors

(as of December 31, 2018)
Our Vision

To bring comfort by providing the best care to our community’s multicultural residents who are facing serious illness and loss.

To be the best workplace for staff and volunteers.
As I look back over this past year, I am always struck by the outstanding dedication and compassion of the Montgomery Hospice staff. From the doctors, nurses, and hospice aides to the social workers, chaplains, and bereavement counselors, these professionals carefully serve our patients and their families. Along with the mission-driven staff who work in the office, the employees are the reason we have been successful.

For thirty-seven years, the Montgomery Hospice staff and volunteers have worked hard to manifest the inner principles and beliefs that have sustained the organization. It is thanks to them, and with the generosity and unflinching commitment of the community, that Montgomery Hospice has been able to “gentle the journey” for our neighbors living with serious, time-limiting illnesses.

In fact, financial contributions have given Montgomery Hospice the ability to focus on the things that matter most—our patients and their families. Your generosity has given peace of mind by providing comprehensive end-of-life care regardless of the lower payments from insurance companies or whether a patient has insurance. Our donors and corporate partners make sure that all services mentioned in this report will be provided to everyone in need. Montgomery Hospice is abiding by its values, and proud of the results. We are very thankful and hope that in the coming year, we will continue to have you as our champion.

Ann Mitchell, M.P.H.
President & CEO
Our Values

Dignity
Compassion
Dedication
Collaboration
Our core values are the inner principles and beliefs of our employees and volunteers. They are our motivation, guiding our decisions and sustaining us in our daily work with our patients and families, coworkers, and the community.

Montgomery Hospice Vital Statistics 2018

Number of Patients: 2,381
Number of Patients at Casey House: 559
Number of People Receiving Grief Support: 4,330
Number of Active Volunteers: 340
Number of Patients Visited by Volunteers: 1,065
Charity Care for Uninsured Patients: $493,159
Number of Employees: 322

Clinical Staff

Physicians: 9
Nurse Practitioners: 6
Nurses (RN): 119
Nurses (LPN): 8
Certified Nursing Assistants: 57
Spiritual Counselors: 16
Social Workers: 24
Bereavement Counselors: 8
Massage Therapists: 2
Music Therapists: 2
Clinical Aromatherapist: 1
Dignity

We affirm the right of our patients to be treated with respect, and to be honored as unique individuals.
Thank you for your service to our Nation.
Thank you for the sacrifices you made and your willingness to serve our Country.

In 2018 we served and honored 357 Veterans.
Montgomery Hospice is committed to focusing on the particular psychosocial, physical, and spiritual aspects of end-of-life care for Veterans. We pledge to honor them, and we have partnered with the Veterans Administration and the National Hospice and Palliative Care Organization to provide quality care to veterans and their families.
Hospice Patients Served

In 2018, we provided quality care at the end of life to 1,822 patients in the comfort of their own place of residence. We remained committed to serving our community by providing 2,662 days of charity care to uninsured patients while also supporting their families.
Casey House

We cared for 559 patients and their families at our intensive care facility. Casey House offers a comfortable, home-like space where patients get care as needed, allowing families to spend precious time and make memories together.
“This has been the most difficult decision of our lives but having your compassionate and competent team has been a relief. We don’t know how we would have managed without you.”

Montgomery Kids patient’s parents
Gentling the journey of a family with a seriously ill child is a privilege.

In 2018, Montgomery Kids’ dedicated team of physicians, nurses, social workers, chaplains and hospice aides supported 28 families in our community.

Every professional brings skilled care, comfort, and joy to each of these children and their loved ones when they need it the most.
Compassion

Compassionate care, partnered with professional excellence,

is the heart of our service.
“I want to thank you and your exceptional doctors and nurses for the kind and compassionate care you gave my sister during the final months of her life. It was very reassuring that your medication orders allowed her to be as comfortable as possible. Those few months were the most peaceful, calm and pain-free days she lived during her illness.”

A patient’s sister
“I am grateful for the grief group Montgomery Hospice led, for your kindness and compassion throughout our weeks together. I feel lucky to have your support and want you to know that your direction was a very real part of my healing.”

A bereavement group member
MOVED BY COMPASSION

Montgomery Hospice understands that compassionate support for our families does not end with the death of a loved one. Our professional grief counselors reach out to those who are grieving in order to offer support in the year to follow. We also extend our circle of compassion to include the larger community of Montgomery County.

In this past year, our professional bereavement staff has cared for 4,330 family members, made 15,049 counseling phone calls, sent 15,999 mailings and offered 62 support groups and workshops in clinical, professional, religious and business settings across the county.

We believe that offering skilled grief care for our families and being a supportive neighbor in our community embodies the core value of compassion.
“Thank you for the care and comfort you provided for our loving father. Words cannot express the gratitude we felt every time we witnessed how the gentle touch of your massages, the reiki sessions, or the beautiful music your volunteers played, helped him breathe easier and sleep better. Our family deeply appreciates all of you!”

A patient’s daughter
The Complementary and Integrative Therapies Program combines holistic services that provide comfort and symptom relief to patients and caregivers. Though uncompensated by insurance, they are customized to the needs of each patient and their families by our staff and volunteers.

In 2018 your generosity allowed us to offer:

- **2,455** Comfort Touch® massage visits
- **1,566** Lavender oil hand massages
- **298** Reiki visits
- **1,510** Pet visits
- **885** Music Therapy visits
- **1,589** Music by the bedside visits
- **706** Aromatherapy blends
Dedication

We are committed and privileged to ease the burdens and challenges that our patients and families face.
3,595
PHYSICIANS HOME VISITS

34,682
NURSES HOME VISITS
“There are no words that could ever explain how magical it was to be able to send my mother off to her favorite music, amongst her family and friends.”

A patient’s daughter
IN 2018 OUR 340 ACTIVE VOLUNTEERS GENEROUSLY DID:

12,945
HOME VISITS

1,065
PATIENTS SERVED

21,105
HOURS DONATED

145,231
MILES DRIVEN
We are committed to sharing our clinical expertise and end-of-life care experience.

Education
“Thank you for providing valuable and affordable professional training. Having a more solid understanding of hospice and end-of-life care gives me the tools to better assist my patients and their families.”

A training attendee
Montgomery Hospice Center for Learning strives to educate healthcare professionals and community members about end-of-life care issues.

In 2018 we educated **3,716** professionals and community members by offering:

- **55** Educational Trainings with **1,972** attendees.
- **21** Continuing Education trainings to **831** professionals.
- **8** Webinars attended by **361** professionals.
- Participation in **11** health fairs with approximately **2,840** attendees.

We launched “**What’s Important to You?**”, a podcast series dedicated to exploring end-of-life topics.

The first two episodes were downloaded **328** times, reaching listeners from all over the world, including people in Japan, Sweden, Germany, Canada and Egypt.
Certificate in End-of-Life Care

Montgomery Hospice’s Certificate in End-of-Life Care empowers professionals who wish to gain greater insight and knowledge in the field of end-of-life care.

Currently over 200 healthcare professionals—including physicians, nurse practitioners, nurses, social workers, counselors, and ombudsmen—are pursuing this certification to improve the quality of life for their patients, residents, clients and their families.
Collaboration

Mutual respect, empathy and trust unite us in providing care.
Recognition

20 years of service recognized by Congress

U.S. Senator Chris Van Hollen of Maryland honored our President and CEO, Ann Mitchell, in recognition of her twenty years of leadership and dedication as the head of Montgomery Hospice.
On November 10, 2018, we celebrated Montgomery Hospice’s Gala, “It’s a Marvelous Night...to Celebrate You.”

We honored and celebrated Montgomery Hospice Life Director, Catherine Leggett, and retiring County Executive, The Honorable Isiah “Ike” Leggett, for their service to Montgomery County.

We also celebrated Montgomery Hospice’s 340 volunteers for their dedicated service to patients and families.

We are grateful to all who attended and supported this special evening, which raised over $175,000 for our Volunteer Services program.
2018 GALA SPONSORS

Patron
Pettit Family Charitable Foundation

Contributor
CIBC Private Wealth Management
The Colony Group
Environmental Management Services, Inc.
Family & Nursing Care
Douglas and Suzanne Firstenberg
Joseph Gawler's Sons, LLC
J.P. Morgan Chase & Co.
Lerch, Early, & Brewer, Chtd.
Paychex Inc.

Friend
Arthur J. Gallagher & Co.
Janet and Michael Goldman
Goodman-Gable-Gould/Adjusters International
Suras K. Gupta, M.D.
Herbology
Hines-Rinaldi Funeral Home, LLC
Joerns Healthcare
Rev. Dr. Sterling and Dr. Rosalyn King, Jr.
The Honorable Isiah and
Mrs. Catherine Leggett
Dov and Elma Levy

Supporter
Consolidated Insurance Center, Inc.
Cynthia and Joseph Mesmer
Ann Mitchell and Thomas Carroll
Deanna and Gerald Stemple
Annie Totah

Entertainment Sponsor
Dov and Elma Levy

Floral Arrangements
Nauticon Office Solutions

M&T Bank
Medline Industries, Inc.
Oppenheimer & Co. Inc.
Sandy Spring Bank
United Service Specialists (A.B. Chelini)
Treasurer's Report

In 2018 Montgomery Hospice remained financially healthy, despite the federal government’s Medicare program which pays hospices in Montgomery County at a rate that is below the national average. This was the thirteenth year that Medicare reimbursed Montgomery Hospice at rates lower than those paid to hospices in Prince George’s County, Washington DC, and Northern Virginia; however, in the past three years, the difference in reimbursement has become large and untenable.

In 2018 alone, Montgomery Hospice would have received another $1 million in Medicare revenue if Montgomery County were reimbursed the same as its metropolitan DC neighbors. Despite this inequity, Montgomery Hospice has been able to offer excellent end-of-life care thanks to the community’s generosity. Montgomery Hospice was able to offer more than $2 million of essential services that are uncompensated or barely paid for by commercial insurance companies and Medicare. These services include Charity Care; Casey House; Bereavement Care; Montgomery Kids; and Complementary and Integrative Therapies.

The community’s financial trust and support is essential for the provision of comprehensive service to terminally ill patients and grieving people cared for by Montgomery Hospice.

Thank you. It is because of your generosity that we are able to fulfill our mission, “To Gentle the Journey,” and bring compassionate and skilled care to Montgomery County’s diverse residents.

Michael Zhuang, Treasurer
Montgomery Hospice Board of Directors
MZCapital Founder and Principal

2018 Summary of Operations

<table>
<thead>
<tr>
<th>Revenue &amp; Support</th>
<th>2018 Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Patient Services Revenue</td>
<td>27,320,235</td>
</tr>
<tr>
<td>Funds Raised</td>
<td>4,770,066</td>
</tr>
<tr>
<td>Other Revenue and Unrealized (Loss) Gain on Investment</td>
<td>(556,429)</td>
</tr>
<tr>
<td>Total Revenue &amp; Support</td>
<td>31,533,872</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospice Expenses</td>
<td>26,521,793</td>
</tr>
<tr>
<td>Management and General</td>
<td>1,742,116</td>
</tr>
<tr>
<td>Fundraising</td>
<td>603,802</td>
</tr>
<tr>
<td>Total Operating Expenses</td>
<td>28,867,711</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>2,666,161</td>
</tr>
</tbody>
</table>

2018 Statement of Financial Position

| Current Assets                                         | 10,037,363        |
| Investments                                            | 16,882,941        |
| Fixed Assets and other non Current Assets              | 3,115,897         |
| Total Assets                                           | 30,036,201        |
| Current Liabilities                                    | 2,802,031         |
| Non Current Liabilities                                | 435,590           |
| Net Assets                                             | 26,798,580        |
| Total Liabilities and Net Assets                       | 30,036,201        |
WHAT’S NEXT?

In the coming years we will strive to:

**Educate**

- Provide enhanced tools for adult children caring for their parents.
- Help train the next generation of doctors, nurses, hospice aides, social workers and chaplains.

**Innovate**

- Meet the needs of patients and their families by using the latest treatments, including complementary and integrative therapies.
- Identify and remove care challenges that occur with the seriously ill and their families.
- Enhance patient-centered approaches applying advanced technology.

**Inspire**

- Nurture the community’s engagement in supporting the work of caring for people at the end of their lives.
Joint Commission Accredited.
The highest standard for health care quality throughout the world.